

Job Description

Business Intelligence Support Analyst – Junior

Duration: Permanent

Start date: March 2020

Reports to: Head of Business Intelligence

Benefits: Grade 12

Location: Prague, Czech republic

Overview

Company serves over 700 airline customers, with more than 35,000 staff at over 200 locations across 6 continents. There is a high demand for an accurate global view of the business and the efficient dissemination of information throughout the organisation.

The Business Intelligence function in the company is being re-launched and this position is an exceptional opportunity to take part in the transformation of the BI systems team.

The business intelligence Support Analyst Junior will be part of the **business intelligence team**, work with the business on multiple concurrent projects, support dashboards in Qlik Sense and automated NPrinting reports that are relevant to the business and allow them to make the best use of their BI data.

As the person responsible for the application lifecycle support, including **access requests** and addressing user concerns or incidents. The role holder should be highly talented and enthusiastic individual with a superb **attention to detail** and an acute sense of **pro-customer attitude** to successfully work in the team and fulfil business requirements on relevant BI projects.

Main responsibilities might include:

- Resolving **access requests** from new platform users and incidents for existing Qlik Sense dashboards
- Perform basic platform operational monitoring, **user management** at different system levels, data privileges and permissions management based on approvals
- Dashboard development in industrialized Qlik 3-tier architecture with processes in place, data security requirements and overall best practices methods
- Implementation of ETLs, **reporting systems**, business intelligence technologies and high volume batch processing involving large data stores
- Ensuring adherence to the company's Service Management processes for the BI team, to meet service standards and SLA's defined

Core experience, Skills and Qualifications:

- University degree (1st level / bachelor), preferably **IT oriented**, engineering or mathematics
- At least 1 year experience in **business intelligence** or information management or data management or data architecture or business analytics
- Basic knowledge of **SQL** technologies at DQL/DML level (data querying and modification)
- Excellent knowledge of Microsoft **Excel** (functions, pivot tables)

Optional Experience, Skills and Qualifications:

- Basic knowledge of **Qlik Sense** as main technology is a plus
- Familiarity with other BI technologies e.g. Tableau, Power BI is a plus
- Basic understanding of Data Warehousing techniques and **Data Modelling** is advantageous
- Experience with IT service management/operations tools like Service Now is welcomed

Soft Skills and further requirements:

- High capability to **learn** and absorb new information in complex corporate multi-system setup
- Occasional **travel** to company's locations, mainly within the United Kingdom
- Able to work within the **team**, taking responsibility for the overall result.
- Excellent **communication** and interpersonal skills including the ability to relay difficult technical concepts to non-technical members of staff.
- Understanding of the business value of the data usage and how to achieve it
- Fluent English (at least reading) is a must, Czech/Slovak is optional
- Right to work in the Czech republic

What we offer:

- Flexible working hours to some extend
- Results oriented approach for solving problems and time management
- Possibility of remote work (home-office)
- Standard 5 weeks of vacation plus additional days up to agreement
- Office at the airport location with direct overview of runway
- Global stakeholders and experience in multi-national corporation

Key words: BI developer, business intelligence, Qlik Sense, Qlik View, MySQL, data governance, Qlik, Python, dashboards, BI developer, business intelligence, Qlik Sense, Qlik View, SQL, data governance, Klick, dashboards, Service Now